

Case Study: Thomas Holt partners with Samsung for a personalised aged care solution



About Thomas Holt

Thomas Holt is a community not-for-profit organisation providing residential and in-home aged care in three locations across New South Wales.

A boutique organisation with close to 300 staff, Thomas Holt aims to delight customers and their carers and families through enabling independence, choice and wellbeing. In addition to residential aged care, Thomas Holt provides independent and assisted living and rehabilitation services as part of its suite of offerings.

For Thomas Holt, pioneering innovative services that redefine service excellence is core to its client and carer offering. The pursuit of exceptional care has enabled Thomas Holt to shift the boundaries of what's possible for technology in aged care services.



The Challenge

An organisation grounded in innovation, Thomas Holt required a solution that would raise the standard of care and help the company meet new government regulatory standards. Thomas Holt required a solution that could be customised and perfected to meet the different needs of residents, their families and medical carers.

To deliver innovative services, increase productivity and redefine a new standard for aged care, Thomas Holt needed a partner that could not only deliver technology solutions but that could provide on the ground support to deploy the first of its kind service.

Innovating aged care

Products: Samsung Galaxy S-series, Samsung Galaxy Tab A Series, Knox Configure

With the aid of Samsung, Thomas Holt has implemented LiveCare360, an innovative technology solution designed to help improve the quality of care delivered by nurses, reduce social isolation and provide 24/7 access to entertainment services for residents and their guests.

Designed to be used as a digital hub for resident care and entertainment, LiveCare360 aims to be at the forefront of what's possible for the future of aged care.

For residents, LiveCare360 brings residential aged care into the modern age. From the comfort of their rooms, the LiveCare360 tablet allows residents and their guests to order food, to play games, surf the web, make calls and watch TV and Netflix. The interconnectivity of the room means residents can quickly flick their entertainment or internet browsing onto their Samsung TV, making entertainment easier to be enjoyed by residents and their guests.

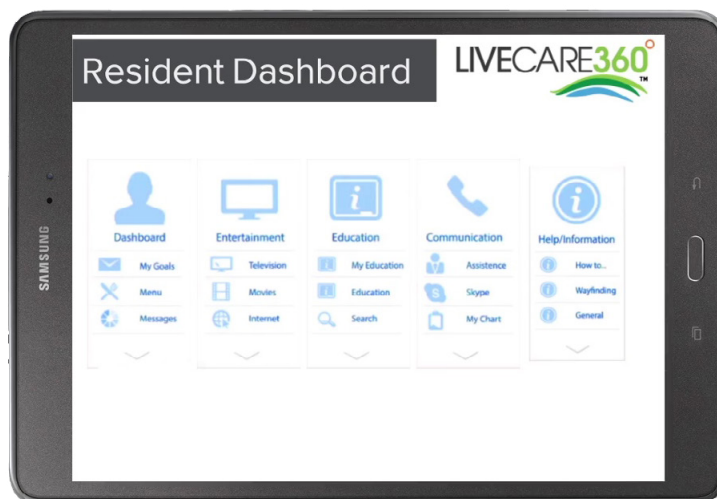
The tablet not only provides residents with the ability to choose their entertainment and interact with family and friends, but also provides a new way to reach and communicate with staff.

LiveCare360 has a dual purpose at Thomas Holt, also acting as a central operational tool for day to day care for nursing staff. By reducing paperwork LiveCare360 is carving the space for a new level of care and means nurses can spend less time focusing on operational tasks and more time providing compassionate care.

When a nurse is required to conduct an examination or quick check up on a resident, the tablet will automatically pause current entertainment applications and transition into a work pool. Through signing into the tablet via a bio scanner, Thomas Holt has a record of the nurse undertaking the examination, their feedback and next steps. This information is then securely stored as part of the individual resident's patient record and provides a centralised patient history for the Thomas Holt nursing team. LiveCare360 has removed the process of manually taking check-up notes and then processing that information into a central computer system at a later time.

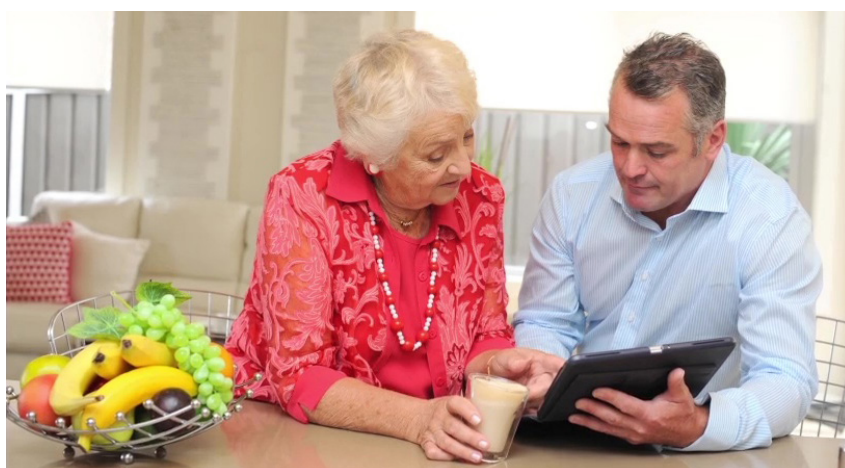
In addition to reducing the time required for operational tasks, LiveCare360 aids in resident and nurse communication.

As part of the transition to LiveCare360 technology, nurses and carers have moved to Samsung Galaxy S-series for all telephony and communications across the organisation. As well as making and receiving calls, the phones link to each individual resident tablet. Powered by Knox Configure and in conjunction with partner software, when a resident presses the call button on their tablet, the nurse in the closest proximity to that resident would then receive the call directly to their Samsung smartphone. This means that prior to reaching the resident a nurse can instigate a voice or video call directly to the resident's tablet and assess their condition. This incredibly powerful tool gives residents the ability to receive instantaneous communication straight to their bed.



"We have seen utterly massive productivity benefits. We have been able to reduce our resourcing costs because the technology is simply able to put all the required information directly into the system. It has removed the need to manually enter data and ensures our systems are accurate and always up to date. The dream is to achieve a better resident to carer ratio and increase the focus from task-based care to compassionate care. With the implementation of LiveCare360 we are now moving down that path incredibly fast."

George Lymbers, Chief Information Officer, Thomas Holt



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Improving productivity and surpassing care standards

Following the implementation of the LiveCare360 solution Thomas Holt has witnessed a significant uplift in productivity. So far, the business has been able to save 25% on resourcing costs in the building the solution has been implemented in.

In addition to improving productivity, LiveCare360 has led to a series of operational and care benefits for staff. Typically, it would take an average of 15-20 minutes for nursing staff to respond to a non-urgent resident call. Following the implementation of LiveCare360 the average time has reduced to 10 minutes and is expected to reduce further as the system is rolled out across the wider business.

The Australian Government's new Aged Care Quality Standards were released in late 2018 and come into enforcement from July 2019. The standards are designed to ensure aged care recipients receive the highest level of care with dignity and choice.

For Thomas Holt, LiveCare360 supports the organisation to help it to meet and surpass new regulatory standards. The interactivity of the system means residents can not only choose what they want to do with their care and service but also broadens the resident's ability to socialise. For example, one group of residents meets on a weekly basis to play cards, they use their tablets to play, simply because they can. This level of connectivity means residents can continue to socialise and interact with friends from their rooms or beds.

"LiveCare360 supports the new Aged Care Quality Standards and Samsung are at the forefront of providing the technology that enables us to deliver that service."

George Lymbers, Chief Information Officer – Thomas Holt

"The ability to customise and build our own solutions with Samsung was critical. The product simply could not have come to life without it. Samsung as a partner was so open to building new things and could provide the support we needed to see the project come to life. No other provider or builder of a product would invest in a customer to send their own personnel - from product engineers to sales representatives - to help us achieve the best outcomes for our business."

George Lymbers, Chief Information Officer, Thomas Holt



Thomas Holt's LiveCare360 is the first of its kind in the industry and has come to fruition with the support of a number of partners. For Thomas Holt it was Samsung's openness to collaborate and ability to deploy on the ground support that set the project apart.

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